

MULTIMEDIA



UNIVERSITY

STUDENT IDENTIFICATION NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2017/2018

BSM2014 – IT SERVICE MANAGEMENT

(All sections / Groups)

16 MARCH 2018
9.00 a.m – 11.00 a.m
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of 2 pages with 4 Questions only.
2. Attempt **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

- a. Discuss **FIVE (5)** benefits of IT Service Management in organization. (10 marks)
- b. There are **THREE (3)** Service Strategy processes. Explain each of them. (9 marks)
- c. Business case is being used in Service Strategy lifecycle. Discuss the importance of Business Case. (6 marks)

(Total: 25 marks)

QUESTION 2

- a. Explain **SEVEN (7)** Service Design processes by highlighting the importance of each process in IT Service Management (21 marks)
- b. There are **TWO (2)** types of Service Catalog. Explain each of them. (4 marks)

(Total: 25 marks)

QUESTION 3

- a. Explain why in Change Management, Request for Change must be done using proper procedures and all changes must be planned not ad-hoc. Provide **THREE (3)** justifications. (9 marks)
- b. Define Configuration Management System (CMS) and why do we need it in IT Service Management. (4 marks)
- c. Access Management ensure access granted to only the people who require access for legitimate business reasons. Explain **SIX (6)** important steps in Access Management. (12 marks)

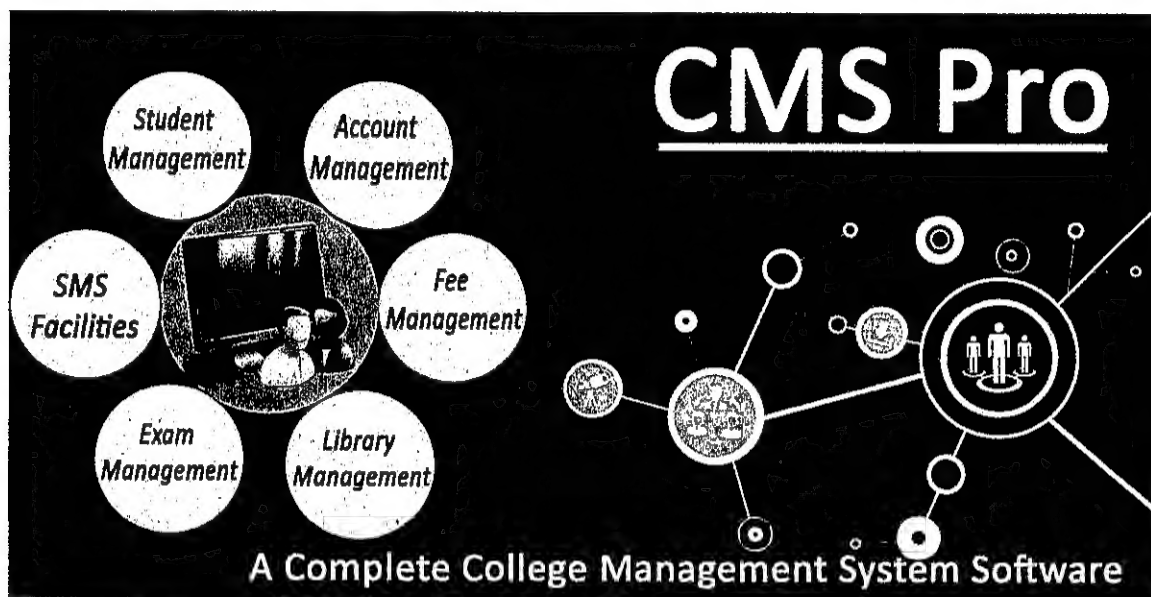
(Total: 25 marks)

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QUESTION 4

Read the IT system description and the diagram then develop the following documents.

"Campus Management System (CMS) is a complete campus information system to automate and manage different processes in schools and higher education, across multiple departments, faculties, staff, research scholars and prospective students."



(Source: <http://www.resmaglobalits.com/campus.htm>)

- Identify 3 categories of IT services that can be included in IT Service Catalog which related to CMS. (3 marks)
- Develop Configuration Management Database (CMDB) that consists of at least **THREE (3)** Configuration Items (CIs). (12 marks)
- For continual service improvement, identify one new improvement that you can propose in CMS above and write your Request for Improvement (RFI) proposal. (10 marks)

(Total: 25 marks)

End of Paper